



Response under 37 CFR 1.116 — Expedited Procedure
Examining Group 2645

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(N.E.)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re Application of:

PAUL C. ROGERS, ET AL.

Examiner: ANWAH, Olisa JAN 30 2004

Art Group: 2645

Technology Center 2600

Application No.: 09/360,719

Filed: July 27, 1999

For: CALL MANAGEMENT SYSTEM
WITH CALL CONTROL FROM USER
WORKSTATION COMPUTERS

I hereby certify that this correspondence is being
transmitted via facsimile on the date shown below to
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on January 22, 2004
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Jennifer L. Stewart
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Jennifer L. Stewart
Signature

1/22/04
Date

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AND RESPONSE TO FINAL OFFICE ACTION

Sir:

In response to the Final Office Action mailed October 22, 2003, Applicants respectfully
request the Examiner to enter this amendment and consider the remarks that follow.

Amendments to the Claims are reflected in the listing of claims that begins on page 2 of this
paper.

Remarks/Arguments begin on page 8 of this paper.